



FACILITATION TRAINING GUIDE

While this document is designed for training facilitators in a conference or workshop, the information and techniques are also applicable for small groups and one-on-one facilitating.

NOTE TO GROUP TRAINING FACILITATOR:

- This training should be delivered in a “facilitation style” to model how facilitation works.
- **Always consider your PURPOSE for the training. What do you want to accomplish?**
 - What do you want them **TO KNOW**?
 - For example: Do you want the attendees to know the DTI curriculum / manual?
 - What do you want them **TO DO** with the information from the training?
 - For example: Do you want them to disciple/mentor at least one person and to implement in their churches?
 - What do you want them **TO BELIEVE**?
 - For example: They must believe that one-on-one spiritual mentoring is important, and they can do it. Otherwise, no matter how much they “know” – they will never “do it”. So don’t ignore this important part of the training.

ASK: *What is the purpose for this training / conference?*

- **LISTEN FOR:**
 - Effectively learn DTI Material so we can help others grow
 - Want attendees to implement in their churches
 - **WHY?** So individuals / churches will grow spiritually
 - “Equipping the saints for the work of service” or training believers for the work of the ministry – as found in **Ephesians 4:11-16**.

ASK: *What is the most common way to teach any information / curriculum?*

- **LISTEN FOR:**
 - Someone teaches a large group of people all day (such as in school).
 - Perceived to be the most efficient way to get information to the most people

ASK: *If people are TAUGHT information or a skill, why don't they DO what is taught?*

- People listen to sermons every week, why doesn't their behavior change?
 - Is it because they don't truly **BELIEVE** in the importance of what is being preached or taught?
- It's critical to help mentors **BELIEVE** in the value of one-on-one discipleship and that they are able to mentor (under the guidance of the Holy Spirit). Otherwise, they will **LISTEN**, but won't **DO** anything to implement once they finish the training!

ASK: *What do we want?*

- **LISTEN FOR:** 100% retention and to DO!

ADULTS RETAIN:

20% of what they HEAR

70% of what they DO

100% of what they BELIEVE

THREE TYPES OF TEACHING / LEARNING:

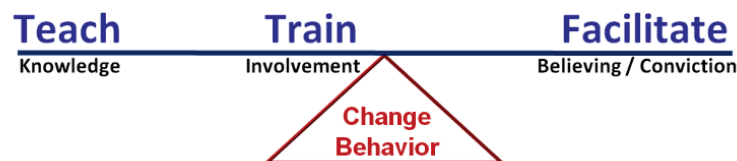
1. Teaching / Preaching / Education

- About knowing content – information
- “Outside / In” – you tell them and they listen to what you think they need to know.



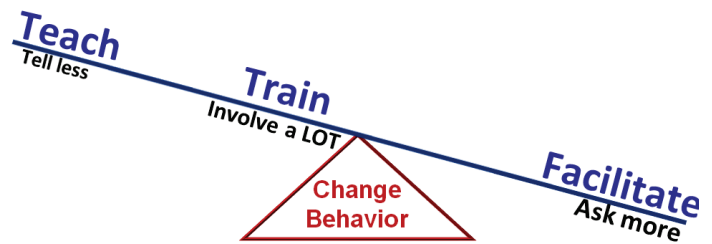
2. Training

- About “doing” – practicing / roleplaying / involving attendees
 - Example: having them read the questions in the curriculum
 - Example: having them role-play one-on-one discipling / mentoring
- They remember better what they DO versus what they hear



3. Facilitating

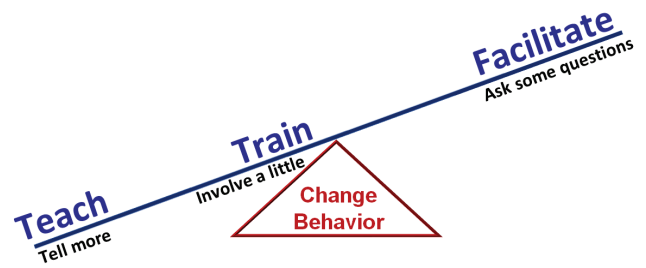
- Facilitating actually means “to make easier”
- It is the art of asking questions so THEY come to the conclusion YOU want them to!
- Your goal is to help them **DISCOVER** the concepts.
- Students talk more, and that helps them **BELIEVE** in the concept.
- “Inside / Out” learning – how real change happens (Holy Spirit transforming...)
 - Because they BELIEVE in their hearts the principle / concept that’s in the material
 - Allows the Holy Spirit to work / grow / guide them
- This is “learner-centered”.
 - Adults like an element of control.
 - How much do you learn when you don’t want to? They must want to!
 - Learning is change – and that requires openness and a willingness to change.
- Adults also need respect at all times in order to learn.



THEREFORE OUR PROCESS FOR THIS WORKSHOP WILL INCLUDE:

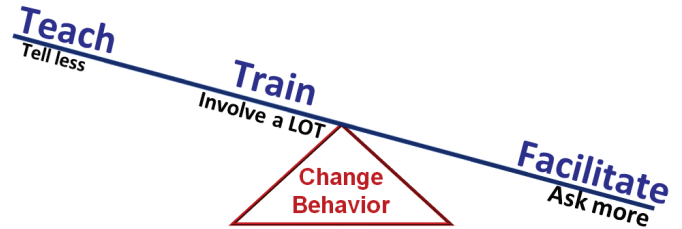
1. Teaching as the method/type for platform presentations and preaching:

(We know how to do this; it's easier; takes less time, but not as effective for creating **BELIEF** in the discipling process.)



2. For small groups: some Training and a LOT of Facilitating

- We want them to understand the content and material
- Most importantly – we want them to **BELIEVE** in the discipling/ mentoring process and understand **HOW** to disciple so they are **MOTIVATED TO MENTOR** others and implement discipleship (using the DTI tool) in their church.



- **Result and Goal:** Christians know how to live the victorious Christian life and are motivated to disciple / mentor others.

APPLICATION: what should this look like in small group breakouts or in one-on-one mentoring?

- **TRAINING: (involve participants as much as possible)**
 - Read the points and scripture out loud. (In one-on-one setting, take turns reading.)
 - In a small group, the facilitator should never read ANYTHING that someone else can read. (The more they participate, the more engaged they will be in the process.)
 - Be sure to open / close in prayer. In a small group, it should be an attendee, not the facilitator; in one-on-one, each person should either open or close, unless the mentee is not yet ready to pray out loud.
- **FACILITATION: Ask; don't tell**
 - After reading a point or scripture, **ASK** for their thoughts / comments or ask a pertinent question.
 - **ASK OPEN-ENDED QUESTIONS** that can't be answered with just a "yes" or "no" or one word. (Examples are in the Techniques and Tips section)
 - **Try to make very few statements.** Think about how you can turn the statement / conclusion you want to get across into a question.
 - **FACILITATION TAKES LONGER!** You have to be patient; But they will "get it" faster!
 - Do **YOU BELIEVE** in this process for the breakouts and one-on-one?

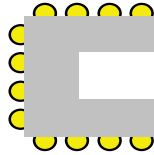
This is why one-on-one discipleship works so well – it's a type of facilitating!

- This is NOT materials to be "taught" but concepts to be "caught"!
- **You can't teach belief or conviction or relationship** – you can only model and encourage and ask questions so they discover!

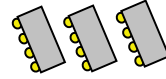
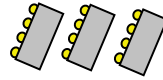
TECHNIQUES and TIPS

1. Set up chairs and tables to encourage discussion.

- Sometimes you are constrained by environment (space, type of chairs, noise, etc.) DO THE BEST YOU CAN!
- U shape or semi-circle is preferred. Classroom is better for group/general session.
 - You will have to work harder to involve everyone in a Classroom setting.



U-Shape or Semi-Circle



Classroom

2. Whether you sit or stand – and where – will encourage discussion.

- **Sit down** – will encourage discussion
- **Move to the side** (while still standing) – will encourage discussion
- **Stand up from a sitting position** – to take control and stop the discussion.
 - **Stand up and move to the center** to take control when just standing up didn't do it.

3. Always ask questions and actively LISTEN and MAKE EYE CONTACT with a speaker.

- While they talk, **YOU PRAY!**
- Don't jump in with the answer. (Ask what others think.)
- Don't judge an answer. Ask others for additional thoughts.
- Don't take sides in a discussion and allow disagreement. "Agree to disagree sometimes."
- Always be patient.
- Don't allow group members to attack another group member. (Create a safe environment so they can feel safe to say what they feel.)

4. Active listening is the key – that means: be quiet!

- This is how you will identify "gaps in understanding"; we don't know what they don't know.
- Listen for belief / conviction.
- **Belief will trump fear** – even if they are afraid to disciple or approach someone to witness, they will do it, IF they believe it's important – even if they are uncomfortable
- **How to Listen Actively:**
 - First you must **really listen** to hear what is being said.
 - Decode / decipher / interpret what the learner is saying by asking clarifying questions and interpreting feelings. (ASK *Tell us more about _____.*)
 - Then check – restate the words and feelings -- to check if what you heard is what they meant. (SAY *So what I heard you said is _____.*)

5. Since this takes longer, don't rush to cover everything in a limited time frame.

- Method for a seminar when you have limited time: What are the principles in each lesson?

- How do you get them to understand those principles? What points / verses are critical and which ones can be left out? (ONLY when you are training “trainers” – NOT when discipling...) when discipling – just stop and continue next time.
6. **Stay away from doctrinal issues that could divide** (in a multi-church situation); stay focused on the material and the principles. There is no need to defend the DTI materials or the Holy Spirit if the attendees disagree with a point! Refer them to their pastor for clarification.
 7. **Include “doing” in the form of role-playing one-on-one mentoring.** If they don’t DO it in the training, they may never DO it when they go home!
 8. **Always ask for the Holy Spirit’s guidance** and listen to HIS leading!!

FOR A SEMINAR / CONFERENCE: GETTING STARTED – THE 1ST DAY:

1. **Have your breakout area set up** (if possible) before the General Session starts.
 - What will you need? (something to keep time, DTI book, Bible, water, notepad, pen or pencil, nametags? “parking lot” – to capture topics to discuss at a later time)
2. **Begin with Prayer** (and always end each session with a short, relevant prayer)
3. **Introductions**
 - Introduce yourself (briefly)
 - Have them introduce themselves (also briefly)
 - Name and Church and church role or function
 - What they hope to gain / why they came
4. **Housekeeping**
 - Timing expectations: Start and end on time! (Begin, even if everyone isn’t present!)
 - Example: *We will be together until lunch.*
 - Example: *We will take a break or two.*
 - *Facilities are_____* (water ; bathrooms, if they don’t know)
 - *Please arrive on time and return from breaks promptly as a courtesy to the others.”*
5. **Explain the “ground rules” in the beginning, to reduce problems later.**
 - *We will have lots of discussion and we may not always agree. But we can be respectful.*
 - *All ideas are valid.*
 - *Have your say – we want to give everyone opportunity to share.*
 - *Actively listen to others and let them express their opinions and thoughts.*
 - *Please – no disruptive side conversations.*
 - Explain “parking lot” for never-ending conversation / “rabbit hole” topic to discuss later.
6. **Begin with “debriefing” the general session.** (Do this in every breakout after a general group session). Invite discussion about any immediate thoughts / feedback / “ah-ha’s” before delving into the lesson. (This should normally only be about 5-10 minutes)
7. **Go to the lesson** – have them read – and begin!!
8. **Ask someone for a 1-2 sentence review of a lesson before moving to the next one.** Consider if there is a question you can ask them to ponder / think about, when you finish before lunch or for the day.

EXAMPLES OF OPEN-ENDED QUESTIONS: (for use in facilitation)

- *How do you feel about...*
- *Tell me more...*
- *What do you think* (to someone else after a statement by one person)
- *Let's all consider that question / point for a minute. What are other people's thoughts?*
- *That's a great question....who wants to address it first?*

YOUR LEADERSHIP

- You are MODELING for them how to have their own small groups!! (and how to disciple/ mentor!)
- Be enthusiastic, flexible, and patient; Relax and have fun!
- BALANCE of keeping on task and on time – and letting them talk / discuss.
- Keep a safe, open environment; protect confidentiality
- Involve everyone! (This can be a challenge.....what do you do for those who talk too much or not enough? See tips below.)

SITUATIONS TO HANDLE:

1. Reluctant / quiet participant

- Give them lots of eye contact.
- Call specifically on that person.
- Ask an open-ended question.
- Go around the group and invite each person, in turn, to speak so that all opinions are heard.
- Give recognition for experience or contribution.
- Recognize and reward participation, even if it's minimal.

2. Noisy Participant (especially having side conversations)

- Pause. Wait. Look at the people involved.
- Stand by them. (If that doesn't stop the conversation, lightly touch the talker on the shoulder.)
- Ask a direct question to them (such as *Do you have a comment to share with the group?*)

3. Disruptive participant (address the behavior – not the person)

- Ask the person to take notes or do something for you.
- Say: *You are very knowledgeable about this topic. Thank you for sharing another perspective. Now, let's hear from someone else on this....*
- *Thank you – let's be sure to allow everyone the opportunity to share.*
- *Let's refocus on...*

Facilitating is a rewarding experience – but may be uncomfortable initially!

- We challenge you to TRY it...and trust the Holy Spirit
- Keep in mind the **GOAL** – NOT the learning of the material, but seeing Christians live the victorious Christian life who are then motivated to mentor / disciple others!